Wisconsin ServicePoint Steering Committee
Meeting Minutes of February 17, 2005 (Porchlight – Madison)

PRESENT:
Karen Smith (*Western Dairyland); **Jennifer Allen** (*Forward Services*); **Aubre Wellens** (*Shalom Center*); **Kathie Walker** (*Milwaukee COC*); **Loren Hoffmann** and **Tanya Wagner** (*BOH*); **Mary ClaySantineau** (*Starting Points, Inc.*)*; **Adam Smith** (*Porchlight*); **Joana Hemschemeyer** *(Waukesha Housing Authority)*; **Faith Holley-Beal** (*The Women's Center*)

COMMITTEE REINTRODUCTION:

❖ **Current members on the Wisconsin ServicePoint Steering Committee**

Name	Agency	Phone	City / County
Linda Shaw linda@crashelter.org	**Community Referral Agency**	**(715)825-4414**	**Milton / Polk**
Mike Fatica fatica@uwm.edu	**ENTECH** *	**(414)229-2913**	**Statewide**
Jennifer Allen jenniferal@new-jobcenter.org	**Forward Service Corporation**	**(920)448-6460x296**	**Green Bay / Brown**
Patti Abbot pattia@hope-house.com	**Hope House**	**(414)645-2122**	**Milwaukee /Milwaukee**
Adam Smith als@porchlightinc.org	**Porchlight**	**(608)257-2534**	**Madison / Dane**
Aubre Wellens wellensa@shalomcenter.org	**Shalom Center**	**(262)658-1713x105**	**Kenosha / Kenosha**
Kathie Walker kwalker@cr-sdc.org	**SDC / Milwaukee CoC****	**(414)906-2783**	**Milwaukee /Milwaukee**
Mary ClaySantineau mclaysantineau@co.chippewa.wi.us	**Starting Points**	**(715)726-7937**	**Chippewa Falls / Chippewa**
Karen Smith ksmith@westerndairyland.org	**Western Dairyland**	**(715)985-2391**	**Independence / Trempealeau**
Jen Rubin jenr@wcadv.org	**WCADV*****	**(608)255-0539**	**Statewide**
Joana Hemschemeyer joana@whaonline.com	**Waukesha Housing Authority**	**(262)542-2263x13**	**Waukesha / Waukesha**
Phil Wells pwells@commerce.state.wi.us	**Bureau of Housing**	**(608)261-8159**	**Statewide**
Faith Holley-Beal faithholleybeal@twcwaukesha.org	**The Women's Center**	**(262) 522-3830**	**Waukesha / Waukesha**
Tanya Wagner twagner@commerce.state.wi.us	**Bureau of Housing**	**(608)267-2933**	

*   Nonprofit that provides technological assistance to other non-profits
**   Works with all of the Milwaukee partners in setting up agencies and training users
*** Advocacy group representing Domestic Violence agencies throughout the state

WISP SOFTWARE IMPROVEMENT PRIORITIES FOR BOWMAN INTERNET SYSTEMS
The committee made a comprehensive list of potential improvements for the WISP software. Committee members weighted their recommendation using a ten-point scale. The top five items will be put in a memo as a recommendation to Bowman Internet Systems. A copy of the memo will be sent to members of the BIS Midwest Users Group, the BIS User Interface Group, the BIS Reports Group and the BIS Customer Council.

The recommendations and the order of their priority given is listed below:

- ✓ **Put all the HUD Universal Data Elements on all the "Add / Find" screens. (6.25)**
- ✓ **Use Tabs or a Sidebar to be able to navigate easily between the files of household members. (11.25)**
- ✓ **Create a case note tool that is for case notes only – not attached to goals. Give it word processing functionality. (13.75)**
- ✓ **In Service Transactions be able to indicate with a checkbox that a service is a one-time delivery that starts and ends on the same day.** *(Like for a rent voucher).* **(6)**
- ✓ In Service Transaction, set the page up like Case Plans with the note cards and keep all open or active services or incomplete needs visible on those note cards. Put all completed services and needs in the "view past needs and services." **(4.25)**
- ✓ Have a place to say something is a service that got delivered, a need that was referred to another agency or a gap was identified that was unable to be met when looking at the "View past needs and services." **(3.5)**
- ✓ Be able to set the security for entry / exits like other assessments so even if a user isn't able to "enter data as" the program for which there is an entry / exit, the user would be able to see whether or not there is an entry / exit. **(3.75)**
- ✓ **In Entry / Exit be able to indicate with a checkbox that a program entry is a one-time delivery that starts and ends on the same day.** *(Like for a rent voucher).* **(6.75)**
- ✓ Close all medical questions at the question level so that even if the question appears in an otherwise open assessment it will remain closed. **(1)**
- ✓ **Be able to add household members mid-service. (6)**
- ✓ Instead of the household I.D. number also allow for the household name using the head of household last name as the tag. **(1.5)**
- ✓ Create a presentable document for the APR Report. **(1.5)**
- ✓ Bring back all the 2.05 Standard Reports **(1)**
- ✓ Create a report that details all of the data elements filled out about a client. A per client report. **(2.5)**
- ✓ Better explain or define how the APR looks at the duration of length of time for program participation. **(1)**

ESTABLISHING THE BY-LAWS FOR THE COMMITEE
❖ **Rules of Engagement for the WISP Steering Committee**
- ✓ **Representation** on the committee should take into consideration the following attributes:
  - **level** of user (e.g. User, Super User, Agency Administrator)
  - **geographic** location (e.g. Western part of the State)
  - **density** of location (e.g. Urban v. Rural)
  - **size** or volume of agency or program (e.g. Large like Porchlight or smaller)
  - level and **type** of service or program (e.g. Food Pantry or Transitional Housing)
  - **special interest** or demographic (AIDS and DV)

  There will be no prescriptive enrollment policy but rather guidelines. When fielding candidates for the committee, we will take these demographic elements into consideration. We will continue to invite programs or agencies like WCADV or Entech to sit on the committee but they will not be considered part of the representative body. The representative body of the Steering Committee will be **capped at 10** members
- ✓ **Attendance** at meetings is required. A period of two consecutive absences from meetings will result in a resignation unless there are extenuating circumstances.
- ✓ **Accessibility** will be open. The committee members will be visible and available for contacting from WISP users and agencies throughout the state.
- ✓ **Primary Purpose** is to make major decisions in the best interest of the WISP Project representing the varied interests of agencies throughout the state.
- ✓ **Responsibility** on the committee includes the following:
  - Taking responsibility for the implementation and continuous improvement of WISP.
  - Ensuring the WISP scope aligns with the requirements of agencies, HUD and other stakeholder groups.
  - Addressing any issue that has major implications for the HMIS be it policy mandates from HUD or performance problems with the HMIS vendor.
  - Reconciling differences in opinions and approaches, and resolving disputes arising from them;

- Approving policy for users of the HMIS.
- ✓ **Approval of strategy, policy and procedures** will be attempted through consensus and conversation but will ultimately be decided by simple majority.
- ✓ **Letter of commitment** will be signed by all members of the Steering Committee.
- ✓ **Frequency** of meetings will be every other month and important policy items that emerge in between these times will be handled by the committee over the e-mail.

ROUNDING LENGTH OF TIME CLIENT IS IN A PROGRAM
BOH will ask WISP users how they count the time that participants are in their SHP and THP programs to better gauge what sort of recommendation the State of Wisconsin will make to Bowman Internet Systems for the APR.

OTHER ACTION ITEMS
- ❖ Digitalize the Client Consent Video and post it to the BOH Web site.
- ❖ Translating the Client Consent into Spanish and Hmong
- ❖ Stipends for the November Users Meeting.

NEXT WISCONSIN SERVICEPOINT STEERING COMMITEE MEETING
- ❖ Host: Joana Hemschemeyer and Faith Holley-Beal – The Women's Center
- ❖ Location: Waukesha
- ❖ Date: Thursday -- April 14, 2005